

Interviewee Name: \_\_\_\_\_

Title, Program: \_\_\_\_\_

Date of Interview: \_\_\_\_\_

Introduce the project: I am a consultant for the Legal Services Corporation, hired to assist them with their project to develop Outcome Measures – a way of tracking the impact that LSC-funded programs have on their clients and client communities. This is the very beginning of the project. I have not been hired to draft outcome measures, LSC is not yet to that step. First, they want me to gather information from around the country about what programs are doing now, what other sectors, like academia and other non-profits are doing, and make a report to them about current activities and a recommendation about where they should go next. I'm going to ask you a series of questions related to this. I also want to encourage you to contact me later if you have additional thoughts after our discussion. Do you have any questions?

1. What is your role in legal services (or other)?
2. Do you have any experience with measuring the outcome of legal services programs or other types of programs?
3. Are you aware of any programs that measure outcomes either within or outside legal services programs?

If yes – name, including contact information if possible.

4. Are you aware of any funders that require grantees to measure outcomes?

If yes – name, including contact information if possible.

5. Are you aware of any academic work done in the area of measuring outcomes?

If yes – name, including contact information if possible.

**Process:**

6. What process should LSC use to develop outcome measures?
7. Should LSC set up a working group to develop outcome measures with field program participation?
8. Who else should be on this working group?
9. Should LSC hire a consultant to work on this project? What qualifications would such a consultant have?
10. How should new outcome measures be tested?
11. How should programs be trained to use outcome measures?

**Substance:**

12. What should be the goal of measuring outcomes?
13. What outcomes should LSC try to measure?
14. Should measurements be focused on outcomes for individual clients, clients' families, client communities, or something else?
15. What kind of time frame should be considered? (i.e. after case closed, 3 months after, 1 year after?)
16. What mechanism should be used to determine outcomes? (i.e. can programs indicate individual outcomes or will outside sources be needed?)

17. How much (in terms of resources) should programs be expected to expend in order to track or determine outcomes?
18. What uses do you think programs can/should make of outcome measurements?
19. Can/should outcome measures assess the cost or efficiency of achieving particular outcomes?
20. Can/should outcome measurements be used to compare the value or efficiency of achieving particular outcomes?
21. How should an outcome measurement system fit in with other mechanisms or systems of evaluation?
22. What do you think should be LSC's role in measuring outcomes?
23. What other things should be considered in developing outcome measures?
24. If you have experience in using outcomes, what are the lessons you have learned – what works and what doesn't?

**Other Resources?**

25. Do you know of any resources to which we can turn to learn more about outcome measurements?
26. Do you know of any people I should talk to in this process?
27. Do you have any other comments about outcome measures or this process?